

THE CITY OF SOUTH BEND



VACANCY ANNOUNCEMENT

COMMUNICATIONS SPECIALIST

DEPARTMENT - POLICE

FULL-TIME/NIGHTS

SALARY - \$27,154 - \$29,194

CLOSING DATE – MARCH 12, 2010

DEFINITION

Operates and maintains control of all incoming and outgoing telephone communications. Dispatches, maintains and documents all radio communications for Police, Fire, EMS and any other City of South Bend departments or outside agencies as needed through the use of telephone, radio, computer and other equipment.

EXAMPLES OF DUTIES

Receives incoming telephone calls (911 and administrative) and determines a course of action for handling incoming calls by initializing a police, fire and/or emergency medical services call(s) for service, or by transferring or referring the call taker to the proper department or agency. Dispatches, monitors, documents and maintains all communications with responding police, fire and/or emergency medical service units through the use of computers, radio, telephone and other technology. Ensures that all emergency requests for service are dispatched with speed and accuracy through a process of priority dispatching. Operates, communicates and maintains communications with various city, county, state and federal law enforcement agencies, state departments and/or bureaus of motor vehicles (DMV/BMV's), and other various agencies through the use of National Crime Information Center and Indiana Data and Communications Systems, through computer and telephone communications. Maintains various documentation both manually and through computer pertaining to the notification of outside agencies for requested services such as traffic light outages, towing services, electrical outages, railroad malfunctions and any other logs or notifications necessary to ensure the safety of the public and emergency responders. Follows all Standard Operating Procedures and guidelines as directed by the Director of Communications and Communications Supervisors. Must complete and maintain certification with a passing grade of 70% or higher in the Indiana Data and Computer Services (IDACS) Certified Operator Course, Cardiac Pulmonary Resuscitation (CPR), APCO Basic Telecommunications Course, APCO Emergency Medical Dispatch Course, ADSI Computer Aided Dispatch Course and any other classes or certifications as needed or directed. Assumes any and all additional responsibilities as requested by the Director of Communications and/or Communications Supervisors. Troubleshoots and reports equipment failures in a timely manner to ensure computers, telephones, headsets and other equipment is properly maintained. Assists in the training and orientation of communications specialist trainees, interns, police officers, firefighters who are assigned in a permanent or temporary position within the Communications Center.

EDUCATION AND EXPERIENCE

Minimum requirement of high school diploma or equivalent and one (1) year experience with personal computers (Windows 98, Windows NT, Windows 2000, or Windows XP operating system). Must successfully complete a polygraph examination and a drug screen prior to start of employment or as requested. Must maintain a criminal-free record.

KNOWLEDGE AND ABILITY

Ability to type at the rate of 45 words per minute. Ability to multi-task and prioritize all duties in a timely and accurate manner. Must successfully pass and retain certifications in the Indiana State Police IDACS Certified Operator's Course, APCO Basic Telecommunicator Course, APCO EMD Course, CPR Course, ADSI Computer Aided Dispatch Course, and any other courses or certifications as required by the Director of Communications and/or Communications Supervisors.

ABILITY TO SPEAK SPANISH A PLUS

DRUG SCREENING REQUIRED